

## END OF OPEN ENROLLMENT REMAINS MARCH 31ST

The Washington Post story from last night has raised questions about the end of open enrollment. Let's be clear March 31<sup>st</sup> is the deadline. We are already seeing incredible surges across the country so we want consumers to know that *of course* we are going to make sure that people who are in line to enroll by midnight on March 31<sup>st</sup> can complete their application and get covered! More facts here:

- 1) Despite how some in the media are reporting this – this is not a delay in the deadline.
- 2) The deadline is still March 31<sup>st</sup>, that isn't changing.
- 3) But let's not forget what our goal here is: to make sure people who want health insurance are able to get it. We are preparing for a surge in enrollment, and if consumers are in line on the 31st and can't finish, we won't shut the door on them. **This is just like Election Day – if you are in line when the polls are closed you get to vote.**
- 4) To be clear, if you don't have health insurance and do not start to sign up by the deadline, you can't get coverage again until next year.

### **FACTS ABOUT THE END OF ENROLLMENT:**

- The end of enrollment is just days away and consumers are calling the call centers, and coming to HealthCare.gov at record rates.
- March 31<sup>st</sup> is the end of open enrollment, the deadline to get covered isn't changing.
- If people are still trying to get signed up on the 31st, we will make sure they get covered. *Just like Election Day, if you are in line when the polls closed you get to vote.*

### **People in Line**

- Right now we are seeing a surge in consumers coming to the site and calling call centers.
- Consumers should know now if they are still trying to get signed up on the 31st, we will make sure they get covered.
- This will be just like Election Day, if you are in line when the polls closed you get to vote.
- **Note on self-attestation:** Similar to what we did in December, consumers will attest to their circumstances (that they tried to enroll by the deadline) as part of their application process.

### **Complex Cases and Errors**

- Those who were in line or had technical problems with the website should quickly come back and sign up as soon as possible.
- If consumers had a **complex case**, for example victims of domestic violence who don't want to file jointly, we will make sure we work through those cases.

- The law has built-in systems to help those with complex cases.

### So what is happening today?

- HHS is making two things clear:
  - 1. What happens to **“people in line”** HHS made clear that consumers in line when the deadline passes get helped.
  - 2. **Complex Cases** Case work – HHS made clear that complex cases that could take more time will be worked through without a disadvantage to the consumer. Note that we expect that very few people will actually be in this pool of complex cases – this is likely a very, very small population.

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